

Resources for Handling Employee Concerns

- **Managers and Supervisors:** [Department of Administrative Services \(DAS\) Managers' Guide](#)
- **Union Supervisors and Employees:** [Labor Contracts](#)

Type of harassment	Policy/ What to Do	Contact
Harassment because of protected class (race, color, religious creed, age, sex, gender identity or expression, marital status, national origin, ancestry, intellectual disability, mental or physical disability, learning disability, sexual orientation, genetic information, criminal record)	DMHAS Affirmative Action Policy	Internal: DMHAS Affirmative Action Office External: Commission on Human Rights and Opportunities
Disruptive or Uncooperative Conduct: intimidation, retaliation, disrespect, criticism, demeaning others,	<p style="text-align: center;">Code of Conduct Policy</p> <ul style="list-style-type: none"> • Resolve interpersonal conflict when possible. If not possible, report to supervisor. • Supervisor will report using MHAS-20 process, if it is a violation of a DMHAS work rule (and handled by DMHAS labor relations), otherwise the supervisor will handle at the unit/division level. 	DMHAS Labor Relations
Threats of violence, retaliation, threats to safety	Violence in the Workplace Prevention Policy	Emergencies: report to agency police or 999 Non-emergent: report to supervisor or manager Supervisor/manager —reports situations to CVH Human Resources for evaluation, investigation and appropriate action
Interpersonal conflict and bullying behavior that is -not due to protected class, -not workplace violence, -not a work rule violation -no pending affirmative action or labor relations investigations	<p style="text-align: center;">CVH, CRMHC or other DMHAS Mediation Programs</p> <ul style="list-style-type: none"> • Mediation is voluntary, informal, and non-disciplinary 	CVH: Chaplain Susan Canteen 860-262-7033 TBD
Issues related to mental health, personal finance, interpersonal issues, family, etc.	<p style="text-align: center;">Employee Assistance Program (EAP)</p> <ul style="list-style-type: none"> • Free voluntary confidential counseling • Resources on a variety of life issues 	Chaplain (Rabbi) Marshall Press, EAP Coordinator 860-262-5901 Solutions EAP: 1-800-526-3485